Troubleshooting:

If your shoe covers are getting caught on one or both sides of the hinges and not releasing properly, please follow the steps below to resolve the issue.

**Step 1:**
Locate the hinge on the side of the dispenser that is causing the problem.

**Step 2:**
The cause of the problem could be due to the gap between the top and bottom of the hinge not being set properly.

The distance apart should be around 1.8 mm.
Step 3:

If necessary, place your hand on the bottom of the hinge and another hand on top. Gently pull them apart from each other to create a bigger gap. Dispense the shoe covers as normal to make sure they dispense properly. If not, make further adjustments to the hinge spacing as necessary.

If the problem persists, please contact us for additional technical support.